

Classroom Course Description

Basic Management Skills: Communication Skills & Positive Attitude

Who Should Attend: This course is designed for new supervisory/management employees and can be considered (along with the other two scheduled “basic management skills” courses) as part of the new supervisor/manager orientation program. These three courses are also available online through SkillSoft. Experienced supervisors/managers are also encouraged to attend as a refresher.

Course Objectives:

- Describe the importance of cultivating effective communication skills.
- Interpret the effects of non-verbal communication.
- Develop communication skills in listening, asking questions, and giving feedback.
- Identify guidelines for effective written communication.
- Identify ways to develop and maintain a positive attitude and team environment.

Course Content:

1. Practical Skills for Leaders Who Want to Make a Connection.
2. Tips to Enhance Written Communications.
3. Ways to Develop a Positive Attitude and Team Environment.
4. Why is Trust a Critical Link to Establishing Relationships?
5. How to Avoid a Breakdown in Communication.
6. Using an Open Communication Model when Dealing with Sensitive Issues and People.
7. How Effective Listening Can Positively Affect your Job Effectiveness.

Delivery Format:

- Mini Lecture
- Writing Assignment
- Group Discussion
- Group Exercises